



Dear Client, Welcome to spring... and on behalf of Northpoint, we would like to wish you the very best for the upcoming summer season. Additionally, we would like to thank all of you for entrusting people of our company to take care of your real estate. While we continuously strive to grow our services and become a best-in-class asset, investment and property manager, we recognize that it is our client base that has enabled us to stretch and broaden our capabilities, through valued comments, recommendations and referrals. In our last letter, we listed some of the new capabilities we planned to develop or improve and we wanted to give you an update on where we stand to date, as well as newly implemented capabilities.

Tenant Payments via eCheck — This feature has been implemented and is currently being used by many of our tenants. We have found that it has been very convenient for them, reducing the number of late payments, as well as shortens the period of time for owners to receive their owner draws. Since implemented, nearly 75% of all tenants now pay online.

Integrated Tenant Applications — Our tenant application process is now directly integrated into Propertyware which is reducing the processing time, in turn getting well, qualified tenants into your asset faster.

Tenant Portals — Our tenant portals are now active and being used. Tenant's can create an account with Northpoint to pay for rent online, change contact information, check payment history, and submit other requests.

Management Training Program — The training program for our managers continues to improve their organizational abilities, compliance of policy and procedure, quality of communication, and supervision of management activities. Through this program, our managers will provide an even greater hands-on, knowledgeable, responsive client-service to you. To help in this, we require that managers from all regions meet annually. This year, this annual meeting will be October 12 – 17. Managers will be unavailable during a portion of this time, but we assure you that we will have processes in place in order to conduct “business as usual”. We will provide you with more information at a later date.

In order to speed up the process of getting owners their 1099 information for the upcoming tax year, if you have not submitted your W9 to us already, please go to the link below and fill out the W9.

Property Owner and 1099 Information.

We have our basic tenant information online. To view this document, please refer to the following link. **Tenant FAQs.**

Again, thank you for your trust in our company. We’ve posted an evaluation form on our website to gain your feedback about our services. You may fill out the evaluation form and submit it through our website at <http://www.northpointam.com/clientfeedback.html>. We welcome your most candid feedback so that we can continue to improve our services. You can also access the evaluation by going to the main page at <http://www.northpointam.com>, and click on “See Our Clients,” and then click on the evaluation link on the left hand side of the page.

Sincerely,

John M Plocher
Chairman & Chief Executive Officer
Northpoint Asset Management, Inc.
www.northpointam.com